Client Internet Access (TrustReporter)
User Guide

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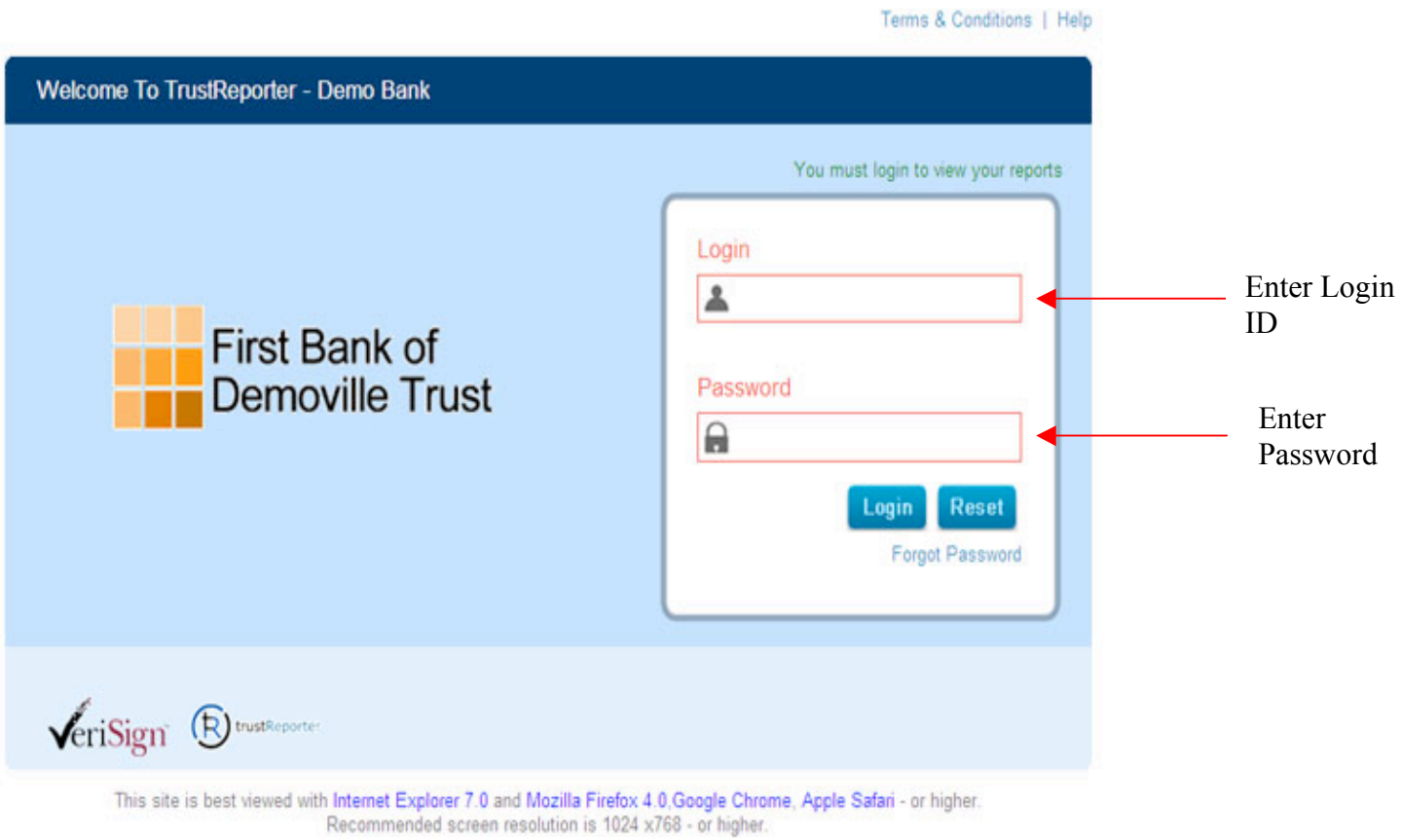
1. GETTING STARTED:

Step 1: Click on the link for TrustReporter to go to the login screen (Screen. 1.1).
Step 2: At the login screen you will need to enter your Login ID and Password in the appropriate fields.
Step 3: Click the Login button to enter.


Terms & Conditions | Help
Welcome To TrustReporter - Demo Bank
You must login to view your reports
Login
Password
Login
Reset
Forgot Password
First Bank of Demoville Trust
VeriSign
trustReporter
This site is best viewed with Internet Explorer 7.0 and Mozilla Firefox 4.0,Google Chrome, Apple Safari - or higher.
Recommended screen resolution is 1024 x768 - or higher.
Enter Login ID
Enter Password

Screen 1.1 Login Screen

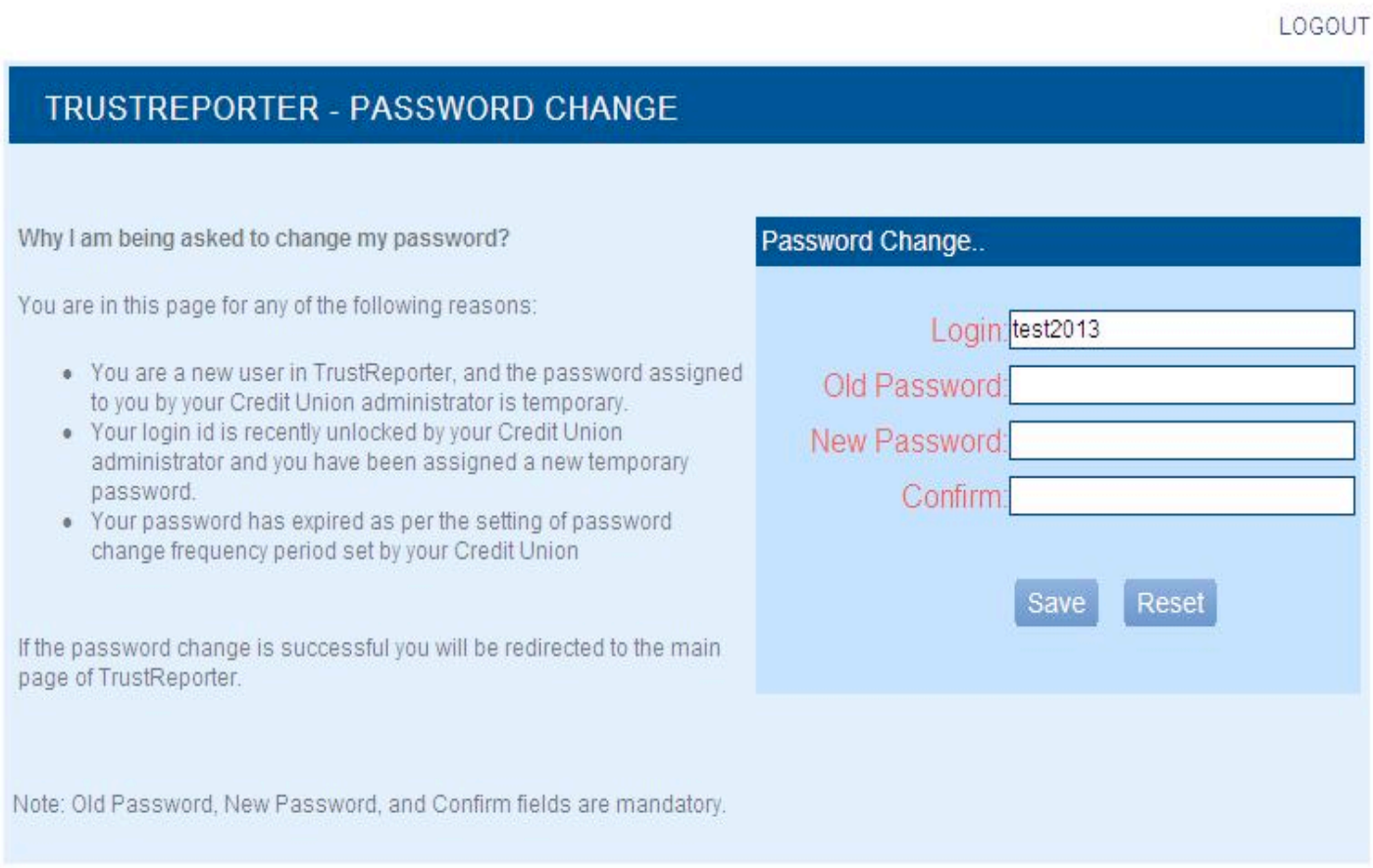
1.1 The first time you log in

If this is the first time you are logging into TrustReporter, you are required to change your initial password that was given to you by your Bank Administrator.
To allow you to do this, you are automatically redirected to the "Change Password" screen upon logging in (see Screen. 1.2).

To change your password –

Step 1: Enter your old (temporary) password.
Step 2: Enter the New Password that you would like to have.
Step 3: Confirm your new password by entering the same password into the Confirm New Password field.
Step 4: Click Save to update your password.
Step 5: Clicking on Reset will clear the fields and leave your password as it was.

Note that TrustReporter will not let you go beyond the "Change Password" screen until you have changed your initial password. Your password is Case sensitive, must be 6 to 14 characters long, and should be a combination of Alphabets and Numbers.

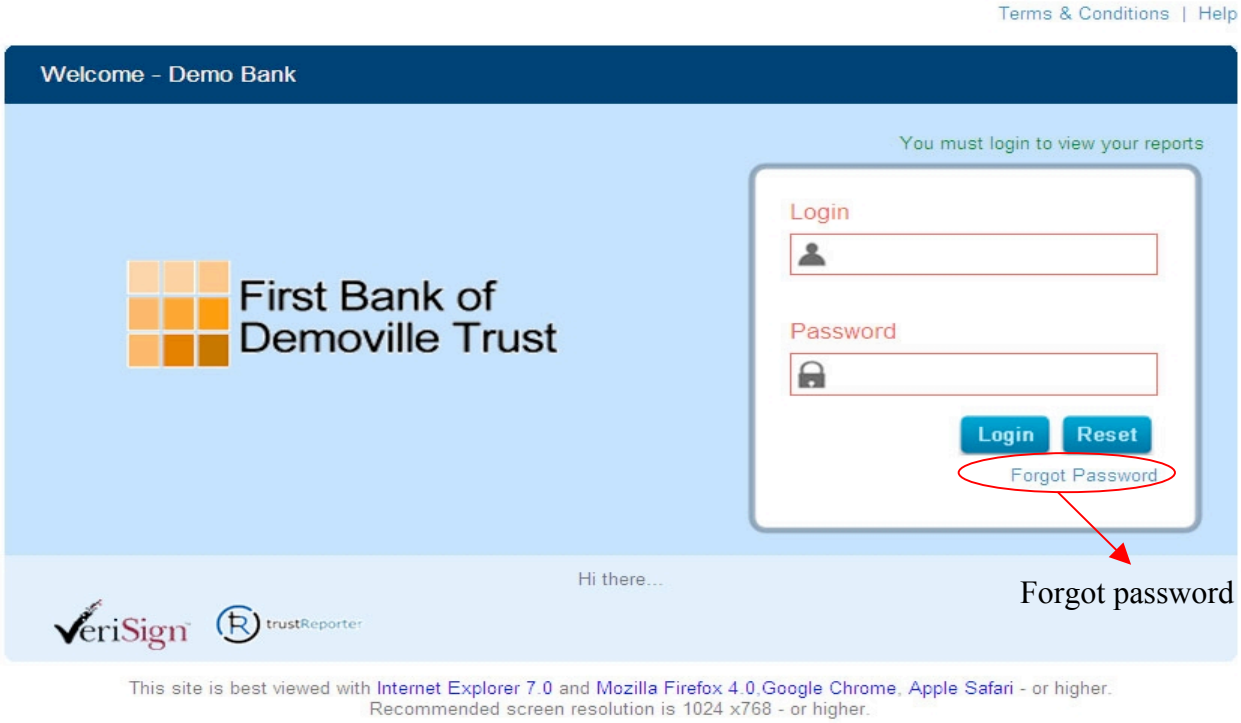

LOGOUT
TRUSTREPORTER - PASSWORD CHANGE
Why I am being asked to change my password?
You are in this page for any of the following reasons:
You are a new user in TrustReporter, and the password assigned to you by your Credit Union administrator is temporary.
Your login id is recently unlocked by your Credit Union administrator and you have been assigned a new temporary password.
Your password has expired as per the setting of password change frequency period set by your Credit Union
If the password change is successful you will be redirected to the main page of TrustReporter.
Note: Old Password, New Password, and Confirm fields are mandatory.
Password Change..
Login: test2013
Old Password:
New Password:
Confirm:
Save
Reset

Screen 1.2 Password Change Screen

1.2 Forgot Password

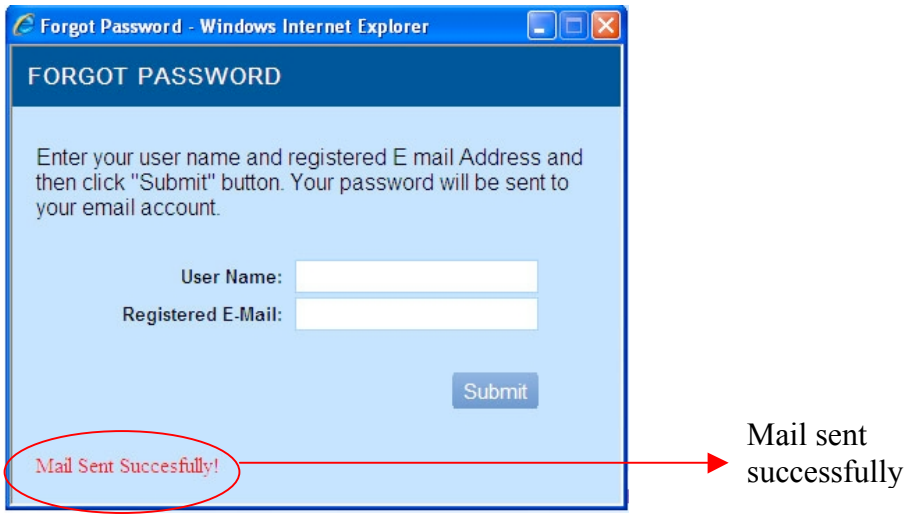
In case you forget your password –

Step 1: Click on the "Forgot Password" link found on the bottom right corner of the login page


Terms & Conditions | Help
Welcome - Demo Bank
You must login to view your reports
Login
Password
Login
Reset
Forgot Password
First Bank of Demoville Trust
Hi there...
VeriSign
trustReporter
Forgot password
This site is best viewed with Internet Explorer 7.0 and Mozilla Firefox 4.0,Google Chrome, Apple Safari - or higher.
Recommended screen resolution is 1024 x768 - or higher.

Screen 1.3 Login Screen

Step 2: A separate page will open where you will have to enter your username and registered e-mail id.
Step 3: Click on "Submit".
An e-mail with the new password will be sent immediately and a notification-"mail sent successfully" will appear on the screen.
The mail will have the new password with which you can now log in.


Forgot Password - Windows Internet Explorer
FORGOT PASSWORD
Enter your user name and registered E mail Address and then click "Submit" button. Your password will be sent to your email account.
User Name:
Registered E-Mail:
Submit
Mail Sent Succesfully!
Mail sent successfully

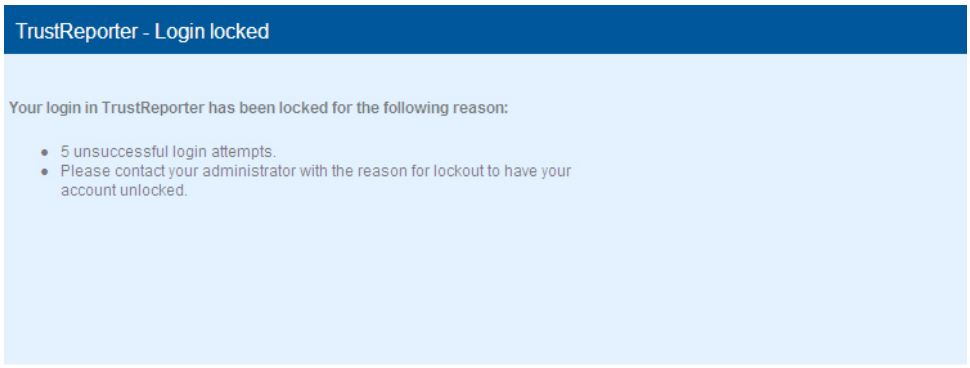
Screen 1.4 Forgot Password Screen

1.3 Locked out of TrustReporter

If you enter your login ID and password incorrectly 5 times in succession, your TrustReporter account will become locked.

A message will appear with the contact information for the administrator who will be able to unlock your account.

Your administrator will then supply you with your new temporary password, which you will have to change upon your first login. (See section on "The first time you log in" for more detail)


TrustReporter - Login locked
Your login in TrustReporter has been locked for the following reason:
5 unsuccessful login attempts.
Please contact your administrator with the reason for lockout to have your account unlocked.

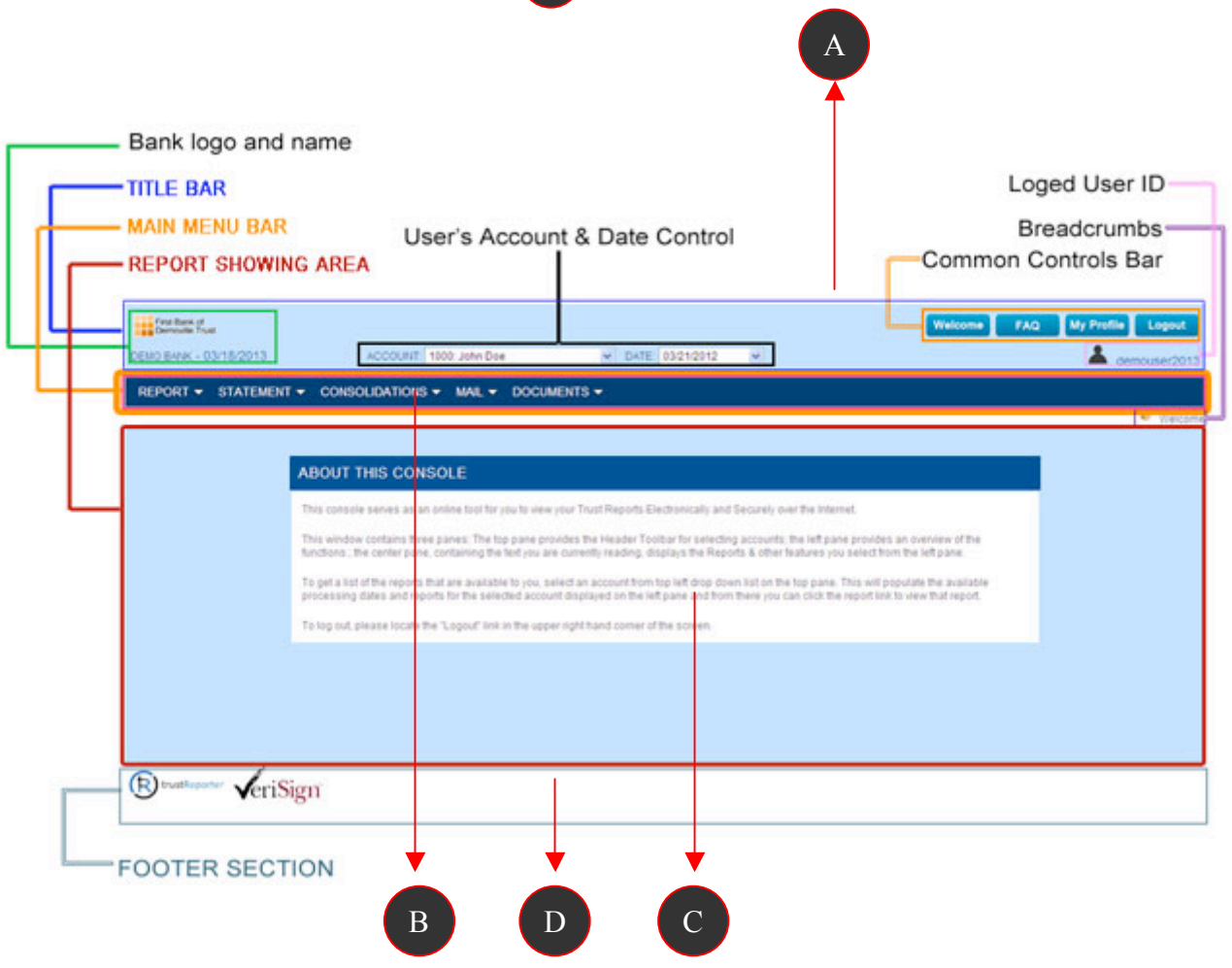
Screen 1.5: login locked

2. NAVIGATING THE SITE:

Once you have logged into TrustReporter you will be taken to the main menu page (see figure given below).
If this is the first time you are logging in, you will be greeted with a Welcome Screen.

Later in this Manual you will learn how to specify a "Favorite" Report, which will be displayed upon logging into TrustReporter, instead of the Welcome screen (Please refer to screen 2.8a).

Note that the page is divided into four Regions:
Along the top of the screen you will find the Title bar. A
Below the Title bar you will find the Main Menu Bar. B
The center of the screen is the Report Display area. C
The bottom of the screen is the Footer Section. D



Screen 2.1: The Main Menu Page

2.1 The Title Bar

The Title Bar displays –

- The name of your Bank
- Common Control Bar
- The Account number for which you want to view the report
- The date for which you want to view the report
- Your Login ID

2.2 Common Control Bar

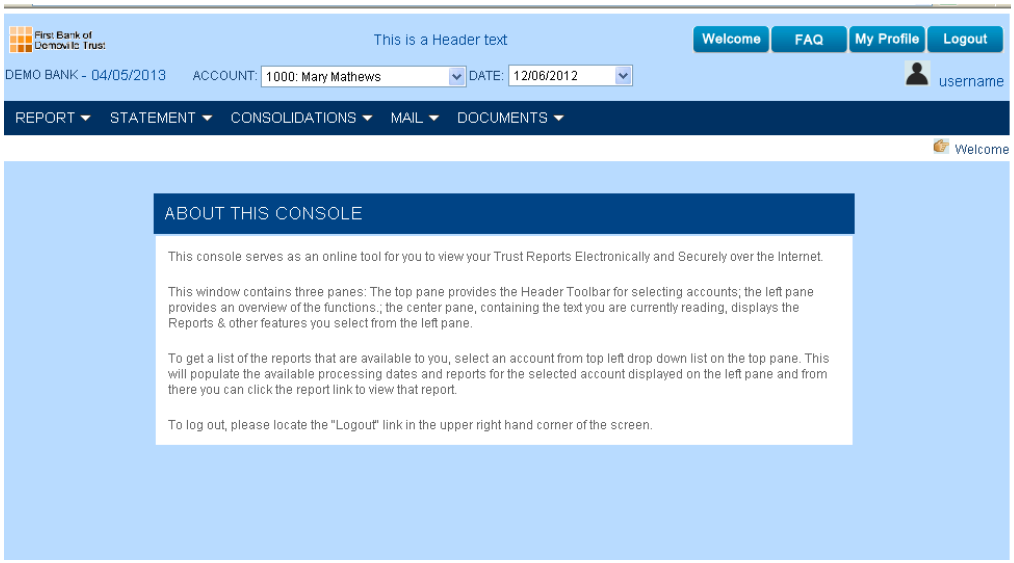
On the extreme right of the Title Bar you will find links, which form part of the Common Control bar.

Common control bar contains –

- Welcome
- FAQ
- My Profile
- Logout

2.2.1 Welcome

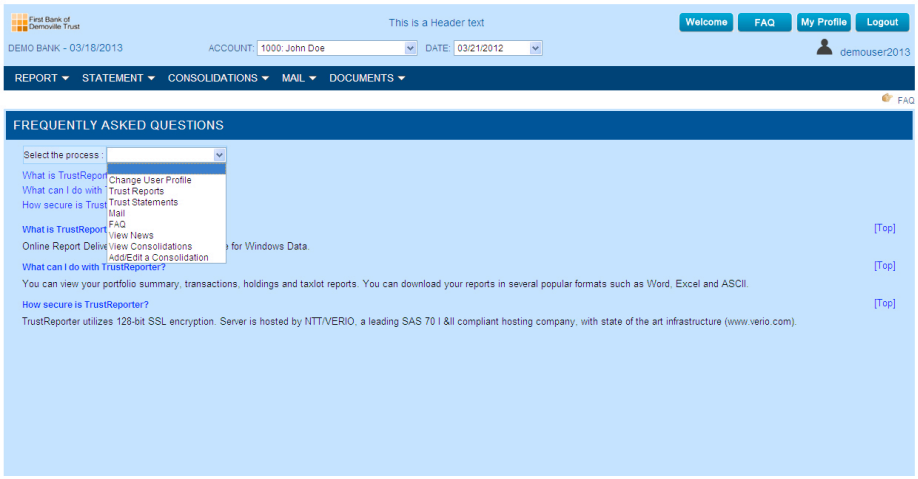
The Welcome page contains a brief description about the module. After you Log in to TrustReporter, you are greeted with this page.


First Bank of Demowlic Trust
This is a Header text
Welcome
FAQ
My Profile
Logout
DEMO BANK - 04/05/2013
ACCOUNT: 1000: Mary Mathews
DATE: 12/06/2012
username
REPORT
STATEMENT
CONSOLIDATIONS
MAIL
DOCUMENTS
Welcome
ABOUT THIS CONSOLE
This console serves as an online tool for you to view your Trust Reports Electronically and Securely over the Internet.
This window contains three panes: The top pane provides the Header Toolbar for selecting accounts; the left pane provides an overview of the functions.; the center pane, containing the text you are currently reading, displays the Reports & other features you select from the left pane.
To get a list of the reports that are available to you, select an account from top left drop down list on the top pane. This will populate the available processing dates and reports for the selected account displayed on the left pane and from there you can click the report link to view that report.
To log out, please locate the "Logout" link in the upper right hand corner of the screen.

Screen 2.2 Welcome Screen

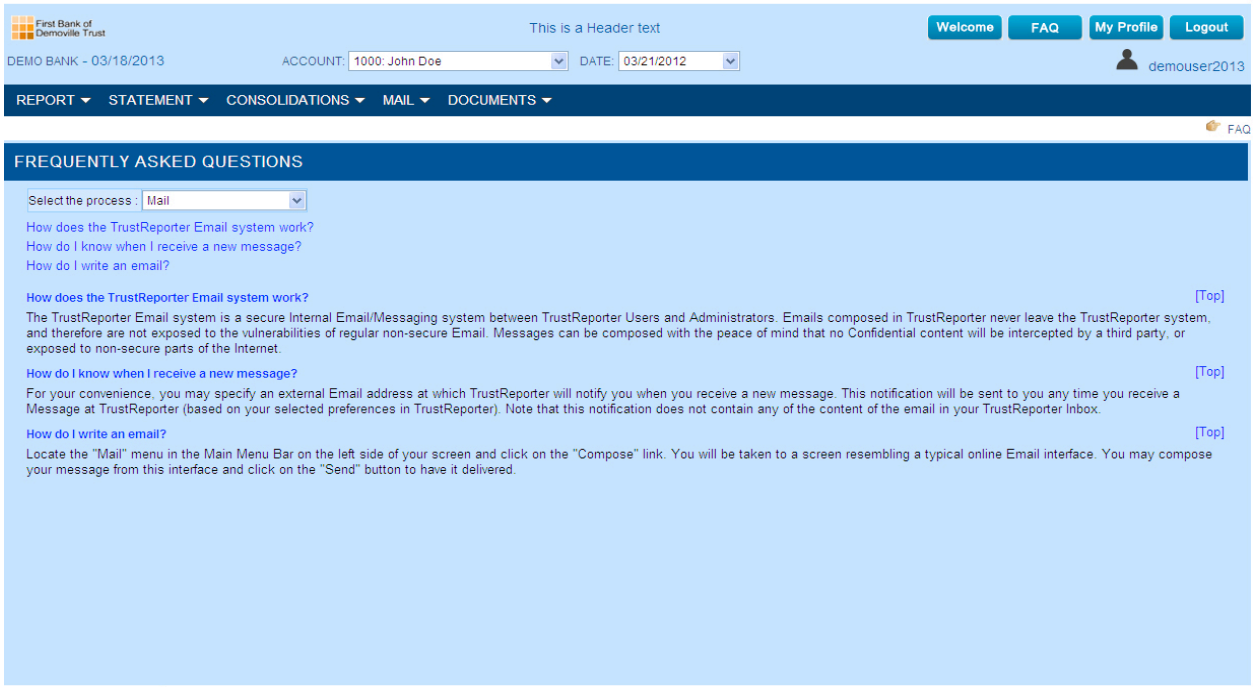
2.2.2 FAQ

The FAQ page contains the Frequently Asked Questions according to different sub-headings.
Step 1: Click on the FAQ button in the common control bar.
Step 2: From the drop-down list of **Select the Process**, click on the desired option for which you want to view the FAQs.



Screen 2.3 “FAQ” Screen - 1

Step 3: After you select a process from the list, you will find a list of questions and answers for the Process. For example, if you have a question about “How to use the Mail Feature” you would select “Mail” from the Process list, and locate your Question in the FAQ list that is subsequently displayed.


First Bank of Demoville Trust
This is a Header text
Welcome
FAQ
My Profile
Logout
DEMO BANK - 03/18/2013
ACCOUNT: 1000: John Doe
DATE: 03/21/2012
demouser2013
REPORT
STATEMENT
CONSOLIDATIONS
MAIL
DOCUMENTS
FAQ
FREQUENTLY ASKED QUESTIONS
Select the process : Mail
How does the TrustReporter Email system work?
How do I know when I receive a new message?
How do I write an email?
How does the TrustReporter Email system work?
[Top]
The TrustReporter Email system is a secure Internal Email/Messaging system between TrustReporter Users and Administrators. Emails composed in TrustReporter never leave the TrustReporter system, and therefore are not exposed to the vulnerabilities of regular non-secure Email. Messages can be composed with the peace of mind that no Confidential content will be intercepted by a third party, or exposed to non-secure parts of the Internet.
How do I know when I receive a new message?
[Top]
For your convenience, you may specify an external Email address at which TrustReporter will notify you when you receive a new message. This notification will be sent to you any time you receive a Message at TrustReporter (based on your selected preferences in TrustReporter). Note that this notification does not contain any of the content of the email in your TrustReporter Inbox.
How do I write an email?
[Top]
Locate the "Mail" menu in the Main Menu Bar on the left side of your screen and click on the "Compose" link. You will be taken to a screen resembling a typical online Email interface. You may compose your message from this interface and click on the "Send" button to have it delivered.

Screen 2.4 FAQ Screen - 2

2.2.3 My Profile

My Profile allows you to View and Modify your personal profile on TrustReporter. In this section you can

Change your password
Specify your email address
Use notification feature, whereby the application will notify you whenever an email of specified priority level is received.

- Changing your Password:

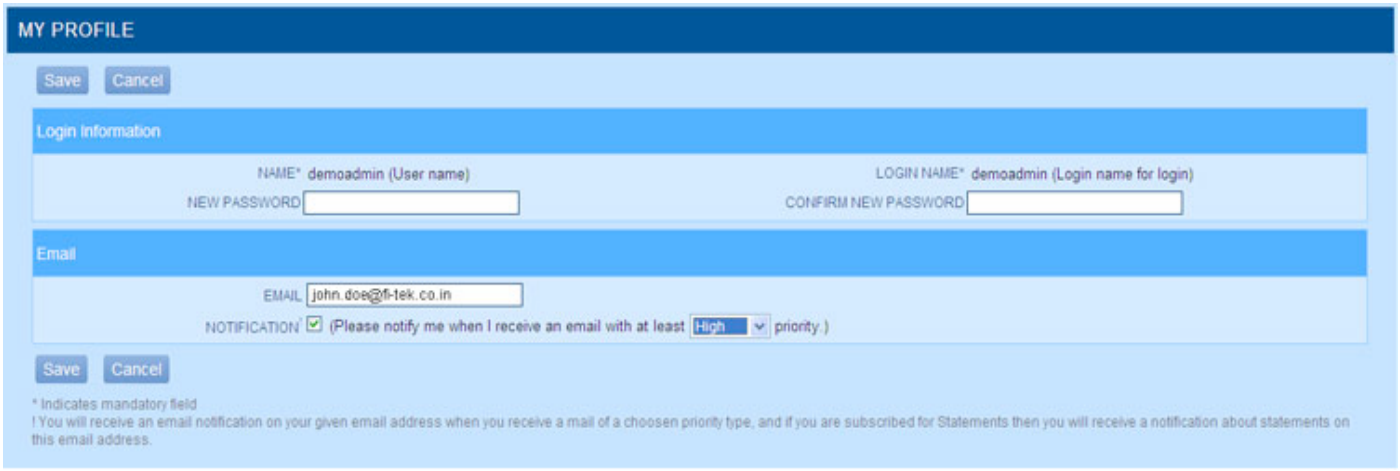
Step 1: Go to the Login Information section of your Profile.
Step 2: Enter your new password into the field labeled New Password.
Step 3: Confirm your password by entering the same password into the Confirm New Password field.
Step 4: Save your new password by clicking the Save button at the bottom left of your profile.
If you decide not to update your password, click the Cancel button to clear all fields, and retain your existing password.

- Changing your Email Address:

Step 1: Go to the Email section of your Profile.
Step 2: Enter your email address.
Step 3: Save your new email by clicking the Save button at the bottom left of your profile.
If you decide not to update your email address, click the Cancel button to clear all fields, and retain your existing email address.

- Specify Notification Level

Step 1: Go to the Email section of your Profile.
Step 2: Check the checkbox on the right of "Notification" label.
Step 3: Select the desired priority (High, Medium, and Normal) from the drop down.
Step 4: Save your choice by clicking the Save button at the bottom left of your profile
If you decide not to utilize this notification feature, click the Cancel button.


MY PROFILE
Save
Cancel
Login Information
NAME* demoadmin (User name)
LOGIN NAME* demoadmin (Login name for login)
NEW PASSWORD
CONFIRM NEW PASSWORD
Email
EMAIL john.doe@fi-tek.co.in
NOTIFICATION (Please notify me when I receive an email with at least High priority.)
Save
Cancel
* Indicates mandatory field
! You will receive an email notification on your given email address when you receive a mail of a choosen priority type, and if you are subscribed for Statements then you will receive a notification about statements on this email address.

Screen 2.5 Profile Screen

2.2.4 Logout

Step 1: Click on the Logout button to logout of the application.

2.3 Selecting the Account

Step 1: Click on the small down-arrow icon to the right of the drop-down box just next to the Account icon to see a list of accounts or consolidations. *(Unless you have multiple accounts or consolidated accounts, your drop-down box will have only one account number.)*

Step 2: Click on the desired account number or consolidation from the list. The account or consolidation is now being selected and reports/data corresponding to the selected account will be shown.

2.4 Selecting the Date

Step 1: Click on the small down-arrow icon to the right of the drop-down box next to the Date icon in the Date Menu (directly above the Report Menu) to select the date.
Step 2: Click on the desired date for which you want to view data.

Account Number

This is a Header text
Welcome
FAQ
My Profile
Logout
DEMO BANK - 04/05/2013
ACCOUNT:
0000: Lennox Jerald T/U/A
DATE:
11/30/2012
username
REPORT
STATEMENT
CONSOLIDATIONS
MAIL
DOCUMENTS
Welcome
ABOUT THIS CONSOLE
This console serves as an online tool for you to view your Trust Reports Electronically and Securely over the Internet.
This window contains three panes: The top pane provides the Header Toolbar for selecting accounts; the left pane provides an overview of the functions.; the center pane, containing the text you are currently reading, displays the Reports & other features you select from the left pane.
To get a list of the reports that are available to you, select an account from top left drop down list on the top pane. This will populate the available processing dates and reports for the selected account displayed on the left pane and from there you can click the report link to view that report.
To log out, please locate the "Logout" link in the upper right hand corner of the screen.

Date

Fig 2.6 Account and Date Selection

You have now selected your account and date. You may now proceed to the Report Menu in the Main Menu Bar below, to select which Report you wish to view.

2.5 The Main Menu Bar

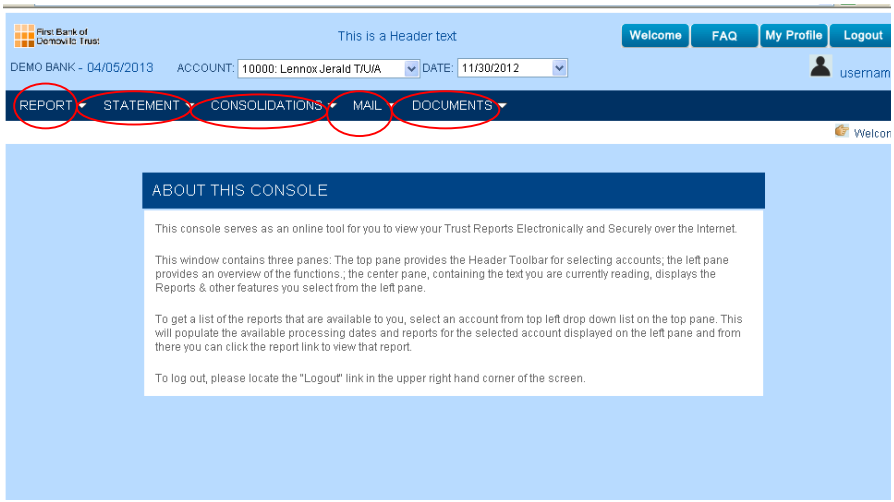
This is the menu you will be using most often while navigating through your investment data. The Main Menu Bar may contain the following Menus –

Report
Statement
Consolidations
Mail
Documents

2.5.1 Report Menu

The Report menu contains the Report types that can be viewed online. Your choices will typically include:

Portfolio
Holdings
Transaction
Taxlot
Pending Trades
Current Day Projected Settlement Report
Pam Bank Cash Report
MT535 Holding Statement


First Bank of Demo/E Trust
This is a Header text
Welcome
FAQ
My Profile
Logout
DEMO BANK - 04/05/2013
ACCOUNT: 10000: Lennox Jerald T/U/A
DATE: 11/30/2012
REPORT
STATEMENT
CONSOLIDATIONS
MAIL
DOCUMENTS
ABOUT THIS CONSOLE
This console serves as an online tool for you to view your Trust Reports Electronically and Securely over the Internet.
This window contains three panes: The top pane provides the Header Toolbar for selecting accounts; the left pane provides an overview of the functions.; the center pane, containing the text you are currently reading, displays the Reports & other features you select from the left pane.
To get a list of the reports that are available to you, select an account from top left drop down list on the top pane. This will populate the available processing dates and reports for the selected account displayed on the left pane and from there you can click the report link to view that report.
To log out, please locate the "Logout" link in the upper right hand corner of the screen.

Screen 2.7 Report Menu

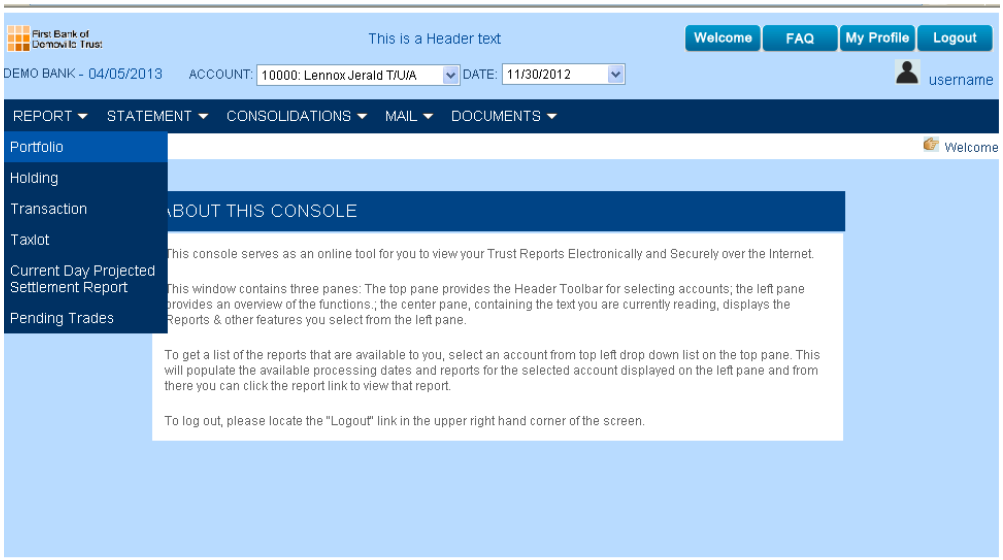
Selecting a Report Type:

Step 1: Go to the Report menu.
Step 2: Click on the desired report type that you want to view from the drop-down list.

2.5.1.1 Portfolio Report

The Portfolio Report has 2 levels of depth. The top level is the Summary that you see when you select the report (See Screen 2.8 & 2.8a). The second level appears with a popup window when you click on any of the asset classes like Call Options, Cash Equivalents, Equities, Fixed Income, or Miscellaneous Assets.

Step 1: Click on the Portfolio option in the Reports drop-down list.

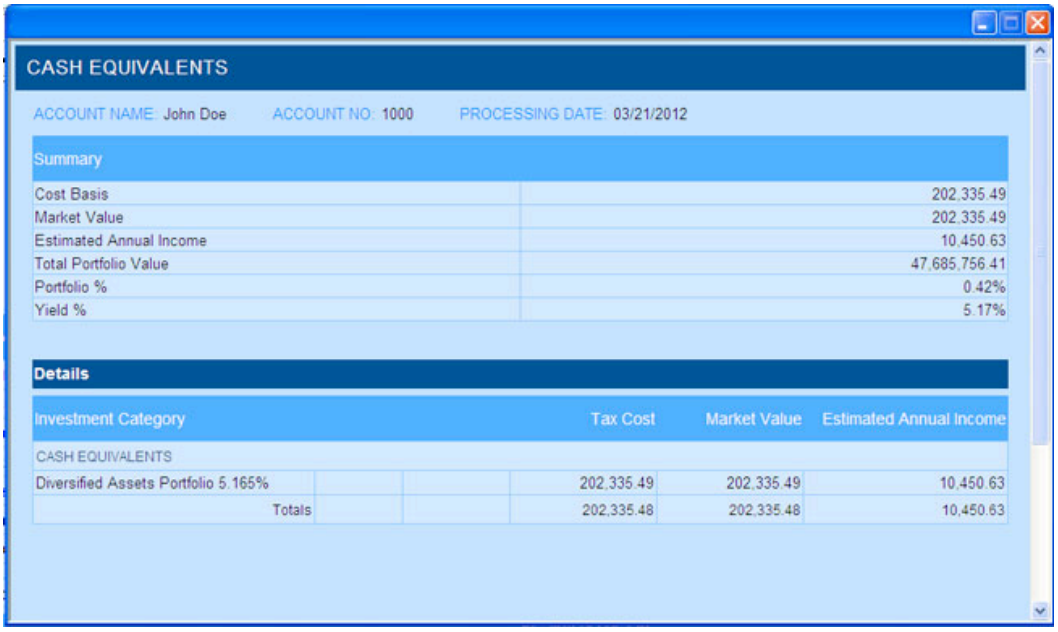

First Bank of Demoville Trust
This is a Header text
Welcome
FAQ
My Profile
Logout
DEMO BANK - 04/05/2013
ACCOUNT: 10000: Lennox Jerald T/U/A
DATE: 11/30/2012
username
REPORT
STATEMENT
CONSOLIDATIONS
MAIL
DOCUMENTS
Portfolio
Holding
Transaction
Taxlot
Current Day Projected Settlement Report
Pending Trades
Welcome
ABOUT THIS CONSOLE
This console serves as an online tool for you to view your Trust Reports Electronically and Securely over the Internet.
This window contains three panes: The top pane provides the Header Toolbar for selecting accounts; the left pane provides an overview of the functions.; the center pane, containing the text you are currently reading, displays the Reports & other features you select from the left pane.
To get a list of the reports that are available to you, select an account from top left drop down list on the top pane. This will populate the available processing dates and reports for the selected account displayed on the left pane and from there you can click the report link to view that report.
To log out, please locate the "Logout" link in the upper right hand corner of the screen.

Screen 2.8 Selecting Portfolio

Screen 2.8a Portfolio Summary level 1

Step 2: Click on any of the asset classes like Call Options, Cash Equivalents, Equities, Fixed Income, or Miscellaneous Assets in the bar diagram or in the table showing the portfolio composition. This will open a new pop-up window which will contain the details of the particular asset class (See Screen 2.8b).

Step 3: Close the pop-up window by clicking on the close option at the top right hand corner.



CASH EQUIVALENTS

ACCOUNT NAME: John Doe ACCOUNT NO: 1000 PROCESSING DATE: 03/21/2012

Summary	
Cost Basis	202,335.49
Market Value	202,335.49
Estimated Annual Income	10,450.63
Total Portfolio Value	47,685,756.41
Portfolio %	0.42%
Yield %	5.17%

Details

Investment Category			Tax Cost	Market Value	Estimated Annual Income
CASH EQUIVALENTS					
Diversified Assets Portfolio 5.165%			202,335.49	202,335.49	10,450.63
Totals			202,335.48	202,335.48	10,450.63

Screen 2.8b Portfolio Summary Level 2

Viewing Data in different formats:

The Report Toolbar, which can be found in the top right corner of each report, allows you to download and view your data in several different formats. On the standard Report Toolbar there are four buttons.

Clicking on the "Word" button will allow you to download your Report data into a Microsoft Word Document.

Clicking on the "Excel" button will allow you to download your report data into a Microsoft Excel Spreadsheet.

Clicking on the "Text" button will allow you to download your report data into ASCII text file.

Clicking on the "Print" button will display a printer-friendly version of your report.

Clicking on the "Comparison Chart" button will display a Comparison Chart of your Report data, showing you the actual versus target values.

Clicking on the "Bar Chart" button will present the report data in a Bar Chart format

The "Pie Chart" button represents the report data in the "Pie Chart" format. Clicking on a wedge of the Pie Chart opens a summary of the data contained in that wedge. This summary in turn allows you to further drill down to an expanded view of that data.

2.5.1.2 Holdings Report

The Holdings Report also has 2 levels of depth.

Step 1: Click on the Holdings option from the Reports drop-down box.
Step 2: Certain Holdings have a blue symbol. Clicking on the will open a pop-up window containing the Taxlot information for that particular asset (Screen 2.9a).

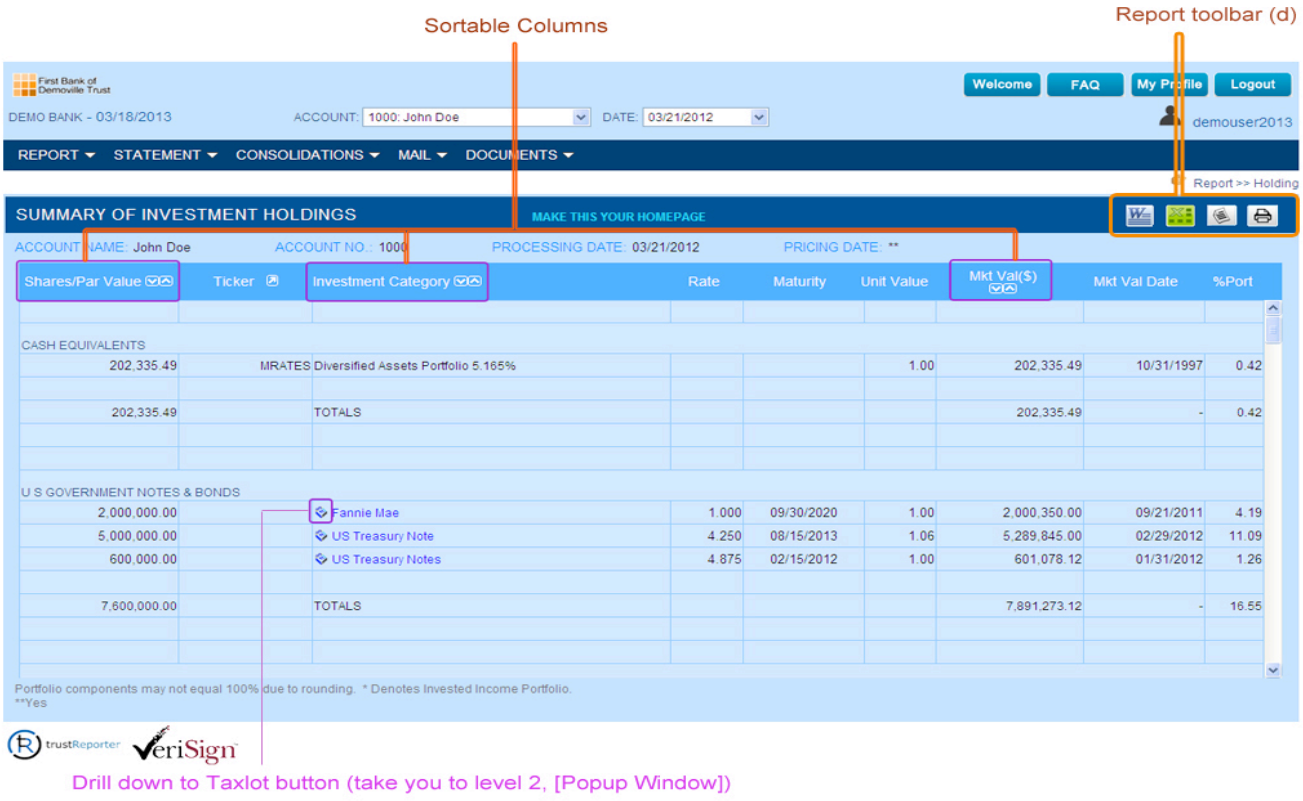


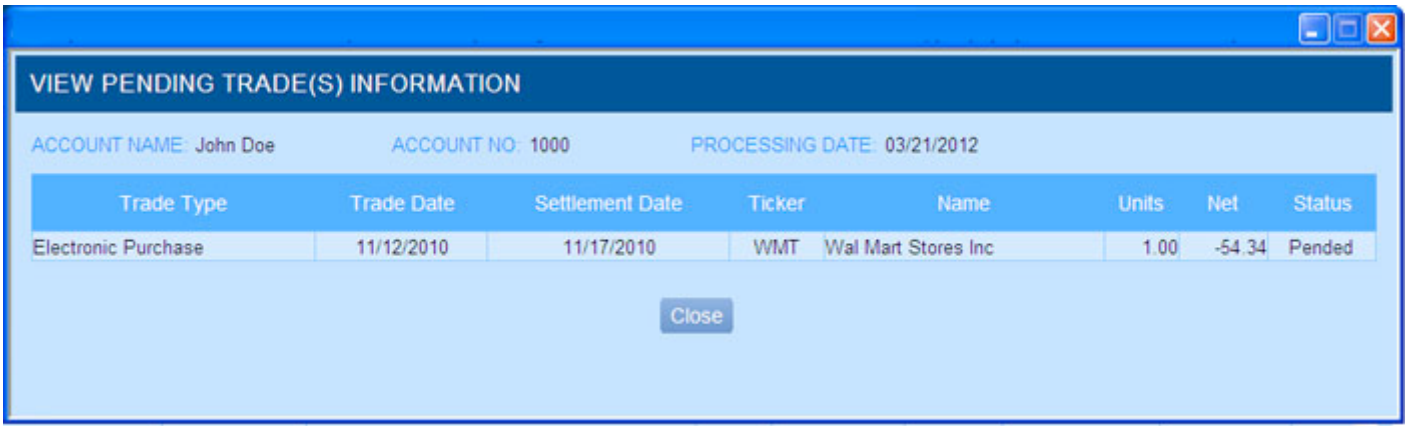
Fig 2.9 Holdings Summary Page

Screen 2.9a Taxlot information

Step 3: Certain Holdings have a symbol P. Clicking on the P will open a pop-up window containing the pending trades information for the particular asset (Screen 2.9c).

Opens the Pending Trade information in a Pop-up window

Screen 2.9b Holdings Summary Page



Screen 2.9c Pending Trades information

Step 4: Click on the close button at the bottom of the window to close the pop-up window and go back to the Holdings Summary screen.

Sorting the Holdings Report:

You have the ability to sort your Holdings Report in ascending or descending order by Shares Per Value, Investment Category or Market Value($).

You can sort these columns by clicking on the up/down arrows next to the respective column headings.

Viewing Report in different formats:

The Report Toolbar, which can be found in the top right corner of each report, allows you to download and view your data in several different formats. On the standard Report Toolbar there are four buttons.

Clicking on the "Word" button will allow you to download your Report data into a Microsoft Word Document.

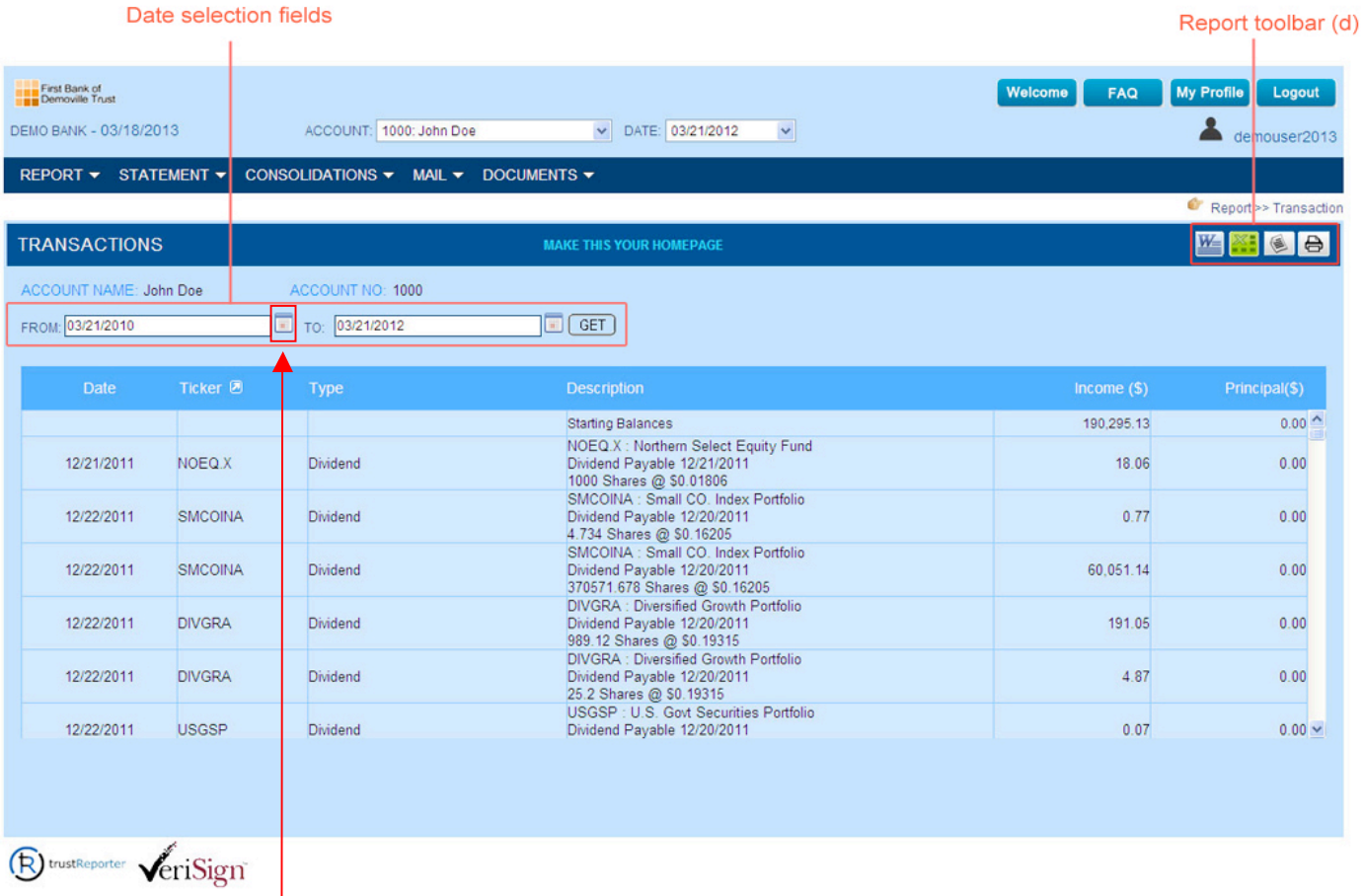
Clicking on the "Excel" button will allow you to download your report data into a Microsoft Excel Spreadsheet.

Clicking on the "Text" button will allow you to download your report data into ASCII text file.

Clicking on the "Print" button will display a printer-friendly version of your report.

2.5.1.3 Transaction Report:

Step 1: Click on the Transaction option from the Reports drop-down list.
Step 2: Enter the 'From' and 'To' field with the date range for which you want to view the transaction report.
Step 3: Click on 'Get' button to the right of the 'To' field to process your request.


Date selection fields
Report toolbar (d)
Calendar icon
First Bank of Demoville Trust
Welcome
FAQ
My Profile
Logout
DEMO BANK - 03/18/2013
ACCOUNT: 1000: John Doe
DATE: 03/21/2012
demouser2013
REPORT
STATEMENT
CONSOLIDATIONS
MAIL
DOCUMENTS
Report >> Transaction
TRANSACTIONS
MAKE THIS YOUR HOMEPAGE
ACCOUNT NAME: John Doe
ACCOUNT NO: 1000
FROM: 03/21/2010
TO: 03/21/2012
GET
Date
Ticker
Type
Description
Income ($)
Principal($)
Starting Balances 190,295.13 0.00
12/21/2011 NOEQ.X Dividend NOEQ.X : Northern Select Equity Fund Dividend Payable 12/21/2011 1000 Shares @ $0.01806 18.06 0.00
12/22/2011 SMCOINA Dividend SMCOINA : Small CO. Index Portfolio Dividend Payable 12/20/2011 4.734 Shares @ $0.16205 0.77 0.00
12/22/2011 SMCOINA Dividend SMCOINA : Small CO. Index Portfolio Dividend Payable 12/20/2011 370571.678 Shares @ $0.16205 60,051.14 0.00
12/22/2011 DIVGRA Dividend DIVGRA : Diversified Growth Portfolio Dividend Payable 12/20/2011 989.12 Shares @ $0.19315 191.05 0.00
12/22/2011 DIVGRA Dividend DIVGRA : Diversified Growth Portfolio Dividend Payable 12/20/2011 25.2 Shares @ $0.19315 4.87 0.00
12/22/2011 USGSP Dividend USGSP : U.S. Govt Securities Portfolio Dividend Payable 12/20/2011 0.07 0.00
trustReporter
VeriSign

Screen 2.10 Transactions Report Page

You can also select the date by clicking on the Calendar icon located right of 'From' and 'To' fields.

Fig 2.10a Calendar

Selecting Date from the Calendar:

Step 1: Click on the Calendar icon to open the Pop-up Calendar window.
Step 2: Clicking on ◀ or ▶ will advance the Month backwards or forwards respectively.
Step 3: Clicking on ▼ located at the right to the Month and Year field will open a drop-down list from which you can select the desired month and year respectively.
Step 4: Click on the numbers in the calendar to select the date for the specified Month and Year.

Viewing Report in different formats:

The Report Toolbar, which can be found in the top right corner of the Transactions report, allows you to download and view your data in several different formats. On the standard Report Toolbar there are four buttons.

Clicking on the "Word" button will allow you to download your Report data into a Microsoft Word Document.

Clicking on the "Excel" button will allow you to download your report data into a Microsoft Excel Spreadsheet.

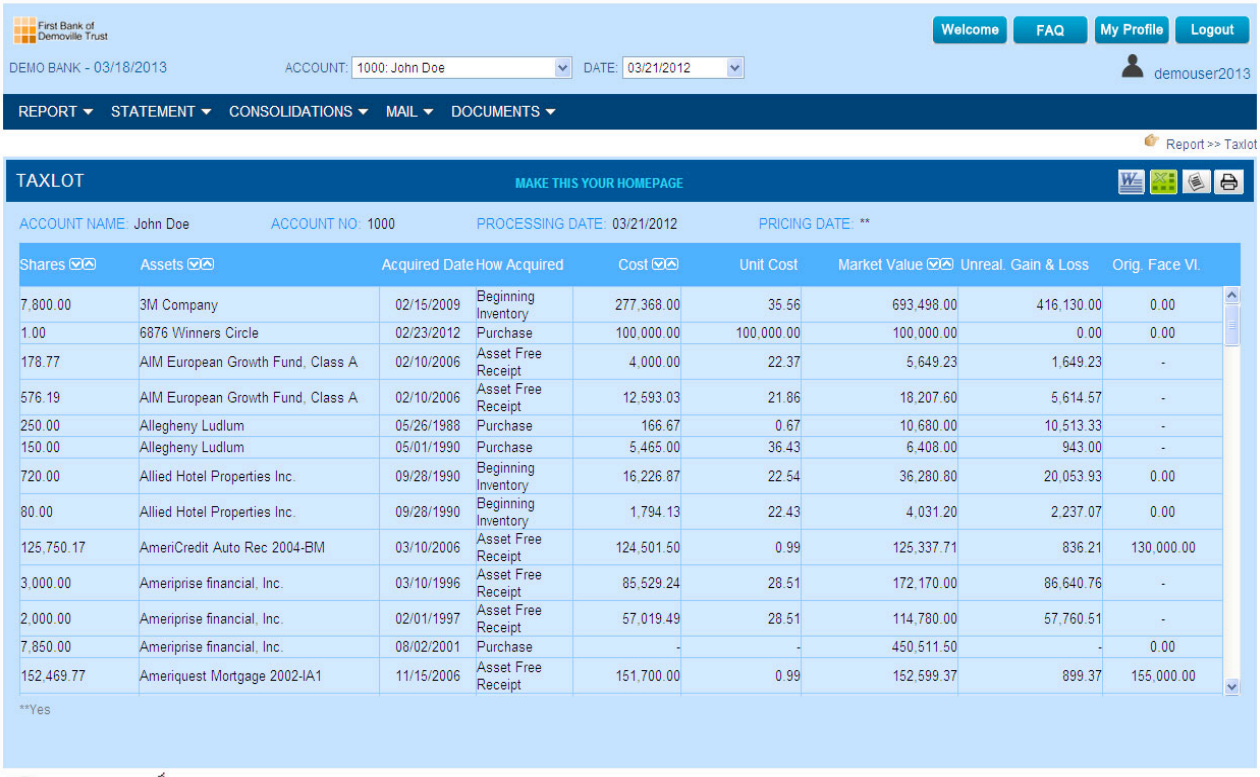
Clicking on the "Text" button will allow you to download your report data into ASCII text file.

Clicking on the "Print" button will display a printer-friendly version of your report.

2.5.1.4 Taxlot Report

Step 1: Click on the Taxlot option from the reports drop-down list to view the Taxlot information of the chosen account.

Note that the Taxlot Report does not have any sublevels.



Shares	Assets	Acquired Date	How Acquired	Cost	Unit Cost	Market Value	Unreal. Gain & Loss	Orig. Face Vl.
7,800.00	3M Company	02/15/2009	Beginning Inventory	277,368.00	35.56	693,498.00	416,130.00	0.00
1.00	6876 Winners Circle	02/23/2012	Purchase	100,000.00	100,000.00	100,000.00	0.00	0.00
178.77	AIM European Growth Fund, Class A	02/10/2006	Asset Free Receipt	4,000.00	22.37	5,649.23	1,649.23	-
576.19	AIM European Growth Fund, Class A	02/10/2006	Asset Free Receipt	12,593.03	21.86	18,207.60	5,614.57	-
250.00	Allegheny Ludlum	05/26/1988	Purchase	166.67	0.67	10,680.00	10,513.33	-
150.00	Allegheny Ludlum	05/01/1990	Purchase	5,465.00	36.43	6,408.00	943.00	-
720.00	Allied Hotel Properties Inc.	09/28/1990	Beginning Inventory	16,226.87	22.54	36,280.80	20,053.93	0.00
80.00	Allied Hotel Properties Inc.	09/28/1990	Beginning Inventory	1,794.13	22.43	4,031.20	2,237.07	0.00
125,750.17	AmeriCredit Auto Rec 2004-BM	03/10/2006	Asset Free Receipt	124,501.50	0.99	125,337.71	836.21	130,000.00
3,000.00	Ameriprise financial, Inc.	03/10/1996	Asset Free Receipt	85,529.24	28.51	172,170.00	86,640.76	-
2,000.00	Ameriprise financial, Inc.	02/01/1997	Asset Free Receipt	57,019.49	28.51	114,780.00	57,760.51	-
7,850.00	Ameriprise financial, Inc.	08/02/2001	Purchase	-	-	450,511.50	-	0.00
152,469.77	Ameriquest Mortgage 2002-IA1	11/15/2006	Asset Free Receipt	151,700.00	0.99	152,599.37	899.37	155,000.00

**Yes

Screen 2.11 Taxlot Screen

Sorting the Taxlot Report:

You have the ability to sort your Taxlot Report in ascending or descending order by Shares, Assets, Cost or Market Value.

You can sort these columns by clicking on the up/down arrows next to the respective column headings to sort the data.

Viewing Report in different formats:

The Report Toolbar, which can be found in the top right corner of Taxlot report, allows you to download and view your data in several different formats. On the standard Report Toolbar there are four buttons.

Clicking on the "Word" button will allow you to download your Report data into a Microsoft Word Document.

Clicking on the "Excel" button will allow you to download your report data into a Microsoft Excel Spreadsheet.

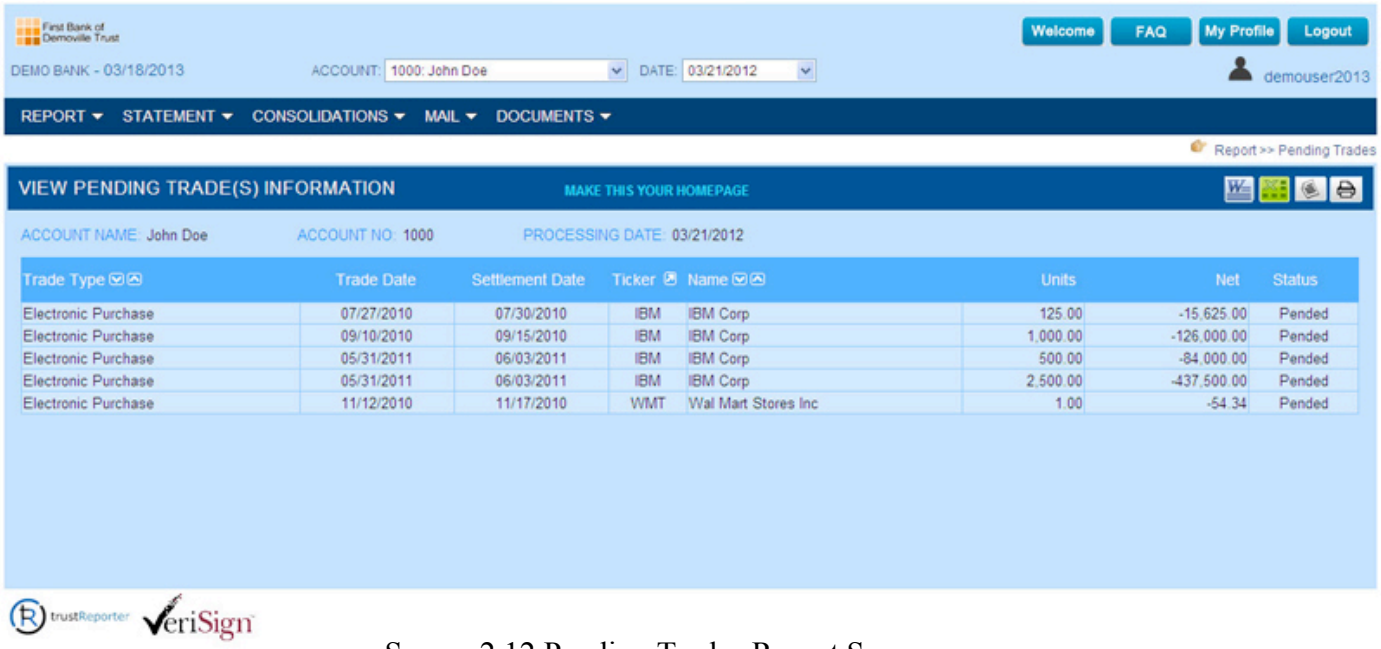
Clicking on the "Text" button will allow you to download your report data into ASCII text file.

Clicking on the "Print" button will display a printer-friendly version of your report.

2.5.1.5 Pending Trades Report

Step 1: Click on the Pending Trades option from the Reports drop-down list to view all the trades that are pending for the chosen account for the specified processing date.

Note that the Pending Trades Report also does not have any sublevels.


First Bank of Demoville Trust
Welcome
FAQ
My Profile
Logout
DEMO BANK - 03/18/2013
ACCOUNT: 1000: John Doe
DATE: 03/21/2012
demouser2013
REPORT
STATEMENT
CONSOLIDATIONS
MAIL
DOCUMENTS
Report >> Pending Trades
VIEW PENDING TRADE(S) INFORMATION
MAKE THIS YOUR HOMEPAGE
ACCOUNT NAME: John Doe
ACCOUNT NO: 1000
PROCESSING DATE: 03/21/2012
Trade Type | Trade Date | Settlement Date | Ticker | Name | Units | Net | Status
Electronic Purchase | 07/27/2010 | 07/30/2010 | IBM | IBM Corp | 125.00 | -15,625.00 | Pended
Electronic Purchase | 09/10/2010 | 09/15/2010 | IBM | IBM Corp | 1,000.00 | -126,000.00 | Pended
Electronic Purchase | 05/31/2011 | 06/03/2011 | IBM | IBM Corp | 500.00 | -84,000.00 | Pended
Electronic Purchase | 05/31/2011 | 06/03/2011 | IBM | IBM Corp | 2,500.00 | -437,500.00 | Pended
Electronic Purchase | 11/12/2010 | 11/17/2010 | WMT | Wal Mart Stores Inc | 1.00 | -54.34 | Pended
trustReporter
VeriSign

Screen 2.12 Pending Trades Report Screen

Sorting the Pending Trade Report:

You have the ability to sort your Pending Trade Report in ascending or descending order by Trade Type or Name.

You can sort these columns by clicking on the up/down arrows next to the respective column headings to sort the data.

Viewing Report in different formats:

The Report Toolbar, which can be found in the top right corner of the Taxlot report, allows you to download and view your data in several different formats. On the standard Report Toolbar there are four buttons.

Clicking on the "Word" button will allow you to download your Report data into a Microsoft Word Document.

Clicking on the "Excel" button will allow you to download your report data into a Microsoft Excel Spreadsheet.

Clicking on the "Text" button will allow you to download your report data into ASCII text file.

Clicking on the "Print" button will display a printer-friendly version of your report.

2.6 Statement Menu

The Statement menu allows you to View/Download your Statements.

Step 1: From the drop-down list of Statements click on the View/Download option.
Step 2: Select your Account and /or a Package and/or End Date.
Step 3: Click on "GET". Depending on the Criteria you select in the above boxes, you will be shown a list of available statements in the Report Display Area.

If no statements have been processed for you, a message will be shows saying "No Statement to View or download".

Step 4: Click on View to view the statement in a browser window or Download to download the statement(s) to your local computer.
Step 5: Clicking the View button opens up a new browser window where your Statement is displayed in PDF format.

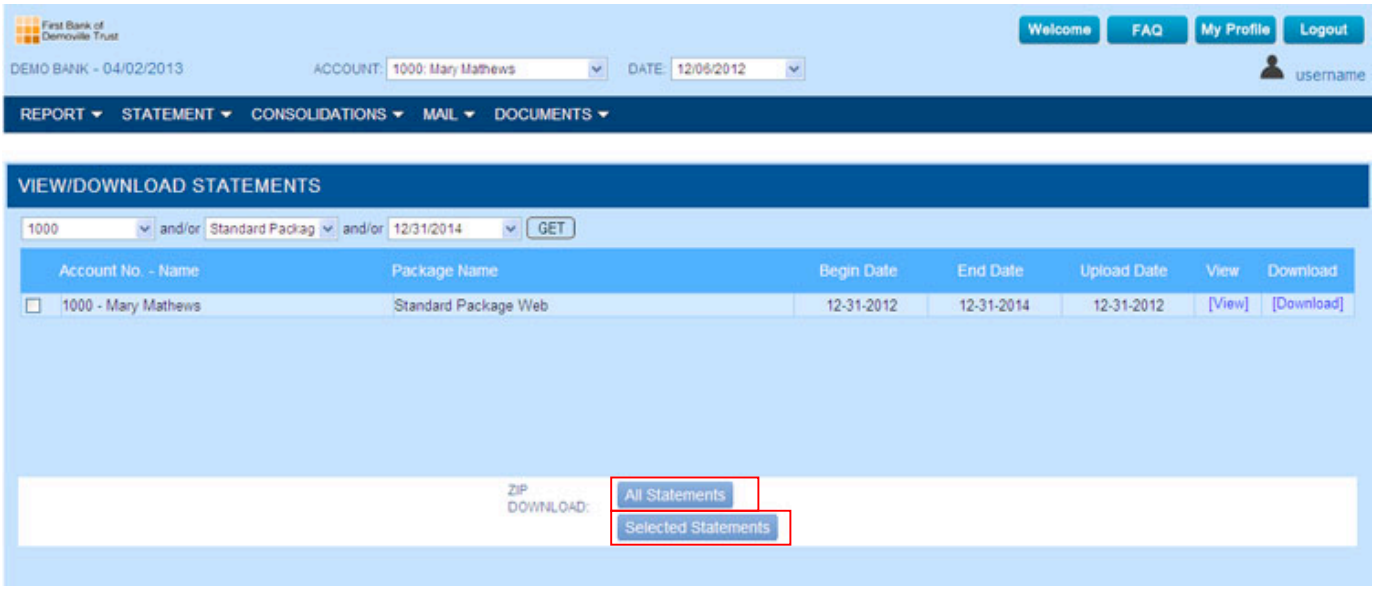
Download Statement:

Step 1: Click on the Download button to the extreme right.
Step 2: A pop-up message will appear, prompting you to Open or Save the file.
Step 3: Click on Save to save the file on your local PC. To view the downloaded report, locate the folder in which it is saved, and double click on the file. (This will launch Acrobat Reader and display your file.)

Zip-Download Statements:

Step 1: Click on "ALL Statements" located at the bottom of the Report Display Area to download all available Statements at once.
Step 2: To select a group of individual statements to download into a zip file, check the checkboxes to the left of your desired statements, and click the "Selected Statements" button to begin downloading.

(Note: To unzip/decompress the Zip file you will need a third-party decompression tool such as WinZip, available at *www.winzip.com*).



Screen 2.16 View/Download Statements

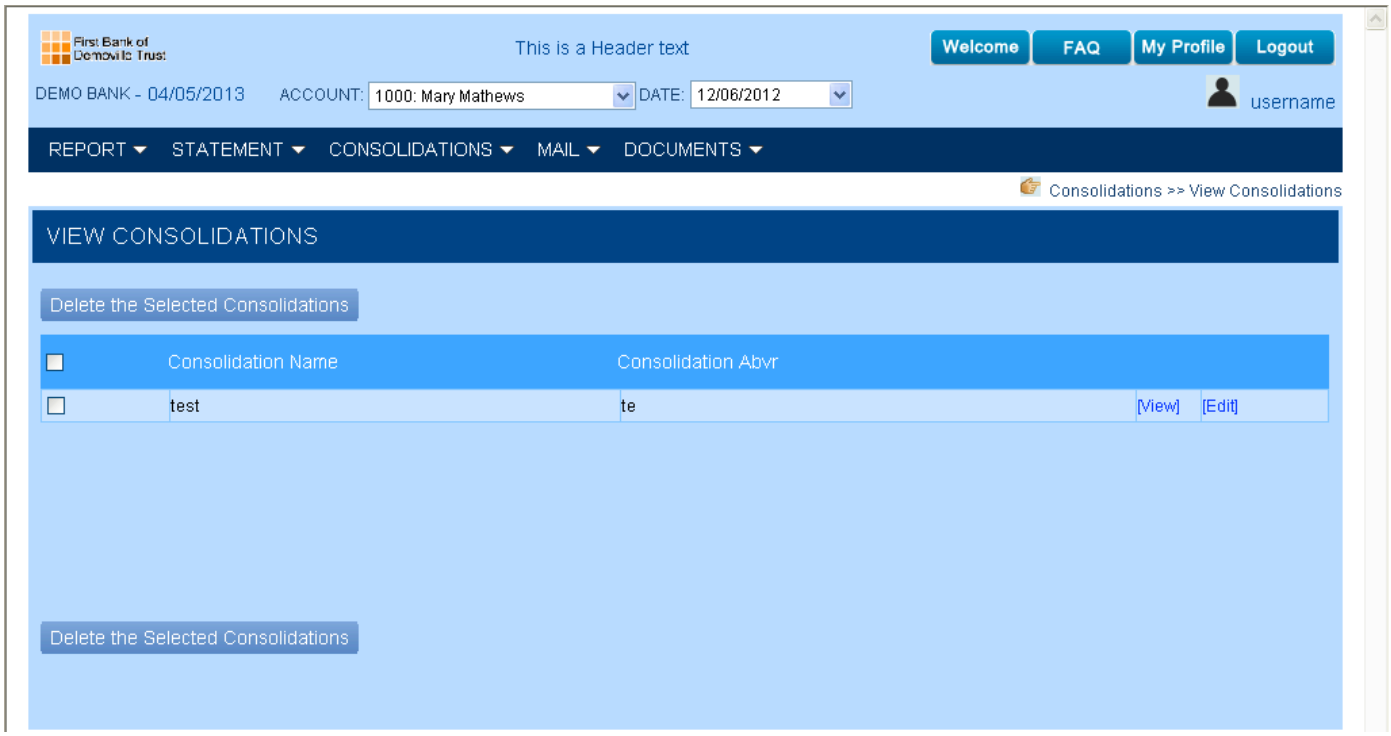
2.7 Consolidations

The Consolidations menu allows you to View or Add account consolidations.

2.7.1 View Consolidations

View Consolidations allows you to view the consolidation details like the accounts which are being grouped to form a consolidation.

Step 1: Click on the View Consolidations option from the Consolidations drop-down box. The application shows the consolidations associated with the account.
Step 2: Click on the View option to the right of the consolidation name and abbreviation to view the consolidation details like the accounts in the consolidations. This will open in a new pop-up window.
Step3: Click on Edit to edit the consolidation. You can add new accounts or remove existing accounts from the consolidation list by checking/un-checking the checkboxes against the accounts and clicking on "Save".
Step 4: Click on the checkbox just left to the consolidation name and click on "Delete the Selected Consolidation" to delete the consolidation.



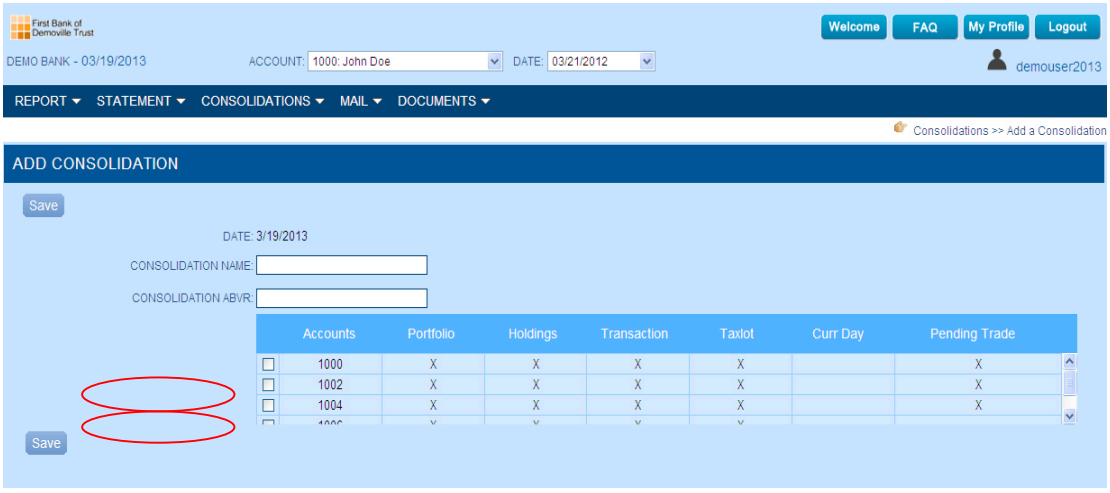
Screen 2.17 View Consolidation Screen

2.7.2 Add a Consolidation

The Add A Consolidation section is where you consolidate select accounts into a group to view a consolidated portfolio and the entire set of holdings, transactions, taxlots and pending trades for the group.

Step 1: Click on the Add Consolidation option from the Consolidations drop-down box.
Step 2: Enter a consolidation name in the Consolidation Name field and the consolidation abbreviation in the Consolidation ABVR field.
Step 3: Select the accounts you want to be grouped together in the consolidation by clicking on the checkboxes just left to the account number.
Step 4: Click on Save to save the consolidation.

Below is the screenshot to add a consolidation:



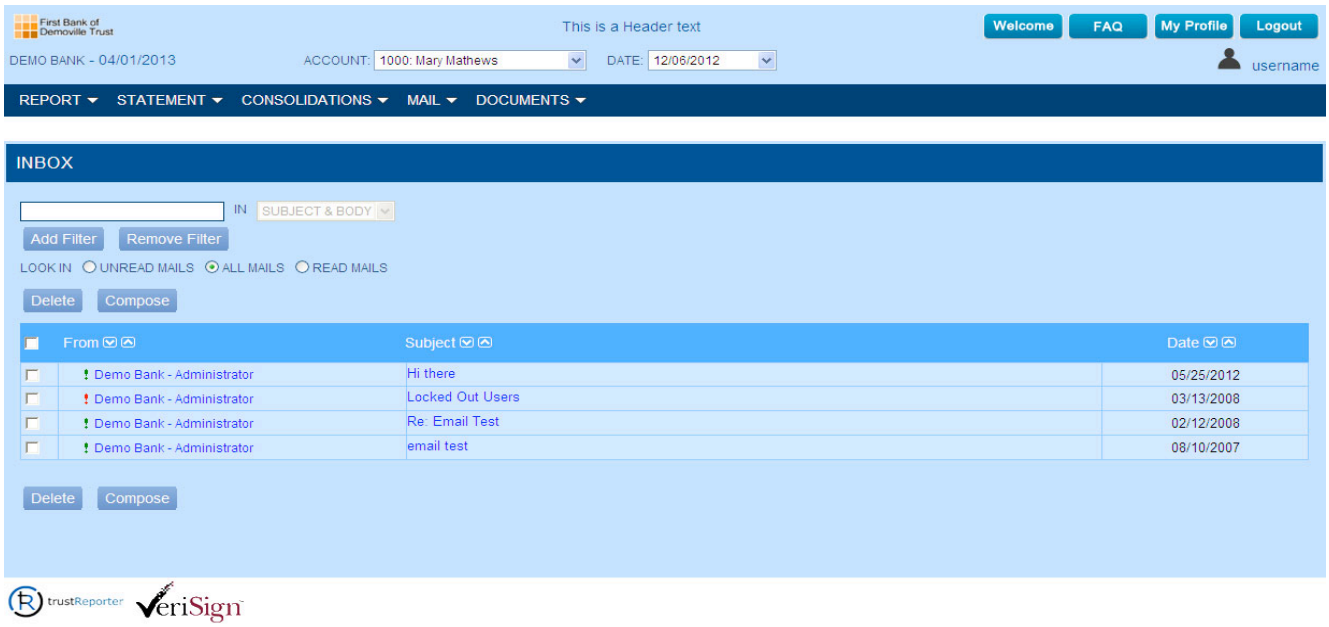
Screen 2.18 Add Consolidation

2.8 Mail

The Mail section has the Inbox, Compose and Sent Mail options.

2.8.1 Inbox

Step 1: Click on the Inbox option from the mail drop-down box.



Screen 2.19 Inbox Screen

You can select a message by clicking on the checkbox to the left of a message and click on Delete to delete a message or a group of messages.

You can search for a particular message by specifying a search string in the text box and selecting one of the three options in the drop down box:

- Subject & Body
- Subject
- Body

And then click on “Add Filter”.

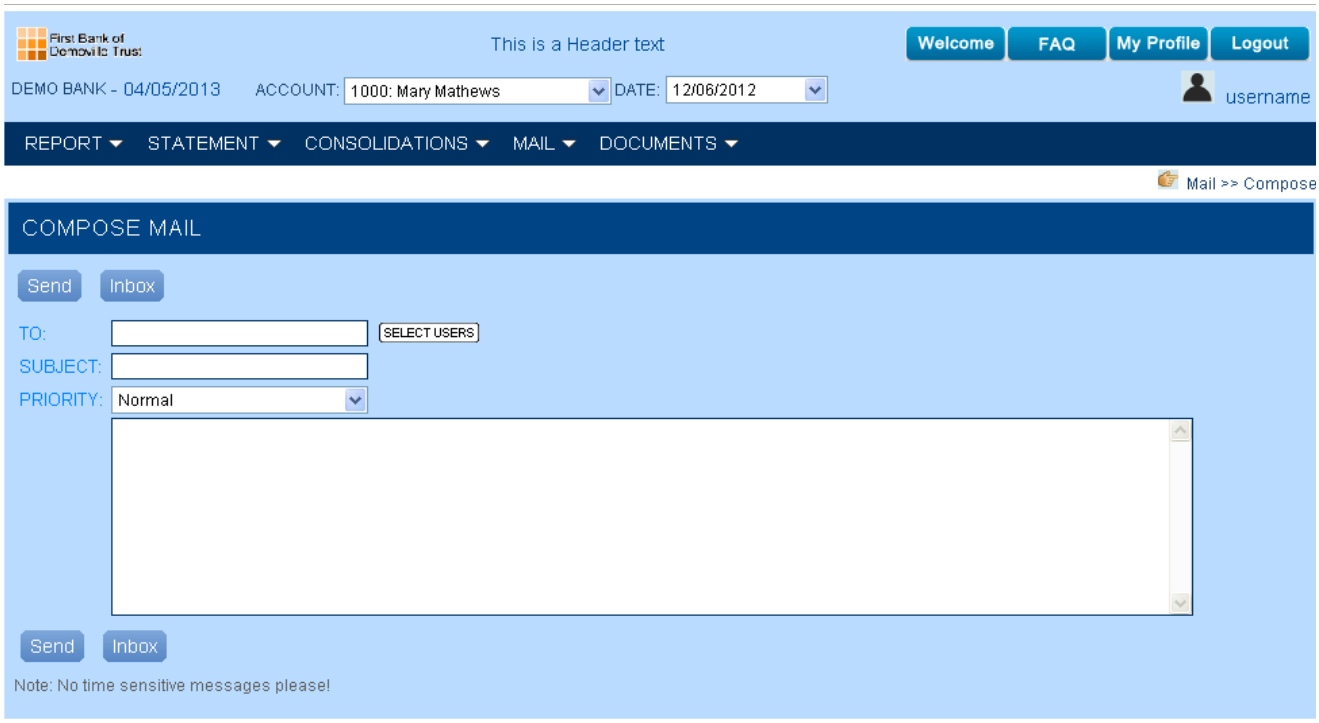
Indicate which messages the search engine should search, by clicking one of the three radio buttons:

- Unread Mails
- All Mails
- Read Mails

Click on “Remove Filter” to remove the filter.

2.8.2 Compose

Step 1: Click on the Compose option from the Mail drop-down box.
Step 2: In the field beside "TO", the bank administrator address will be preset; the SUBJECT line will have a subject of the message.
Step 3: You can choose the Priority of the mail from the PRIORITY drop-down box.
Step 4: Enter your message in the field just below the PRIORITY field.
Step 5: Click on the Send button to send the mail.



Screen 2.20 Compose Mail Screen

2.8.3 Sent Mail

Step 1: Click on the Sent Mail option from the Mail drop-down box to view mail that has been sent.

You can search for a particular Sent message by specifying a search string in the text box and selecting one of the three options in the drop down box:

- Subject & Body
- Subject
- Body

And then click on "Add Filter".
Click on "Remove Filter" to remove the filter.

Screen 2.21 Sent Mail Screen

2.9 Documents

The Documents menu allows you to View/Download documents such as newsletters.

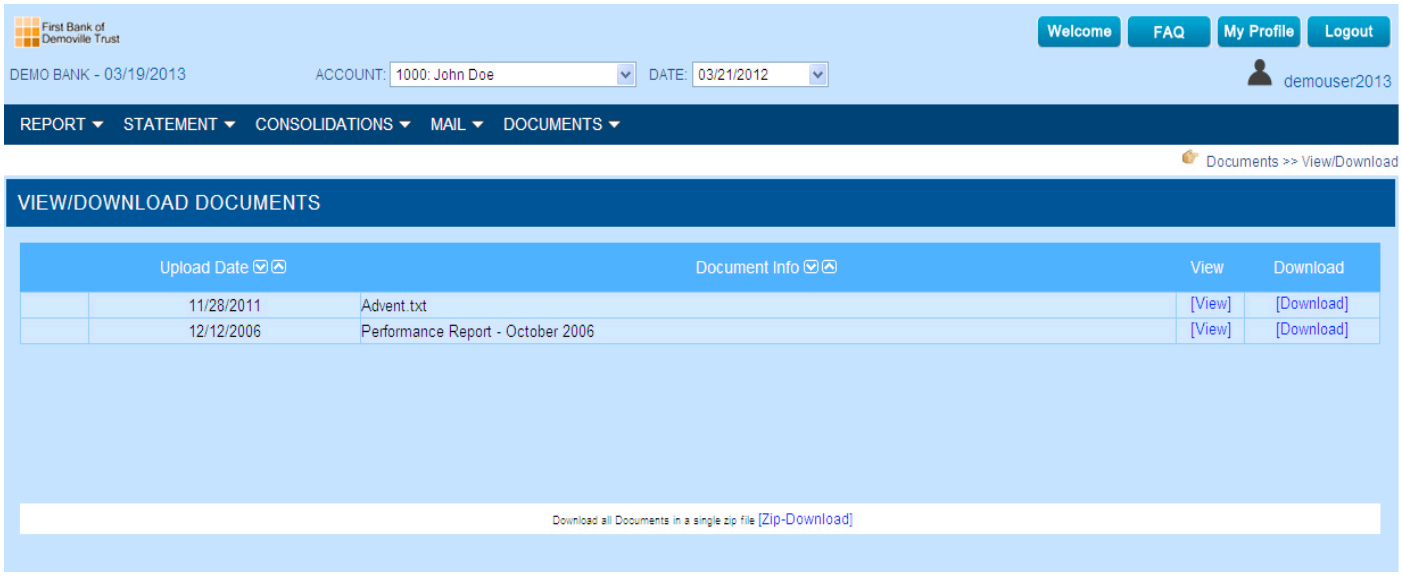
2.9.1 View/Download Documents

Step 1: Click on the View/Download option from the Documents drop-down menu.
Step 2: Click on the View button beside the document info to view the report.
Step 3: To download the report, click on the Download option beside the View option. A pop-up message will display prompting you to choose Open or Save the file. Choose Save to download the file in your PC.
Step 4: Double–click on the file to open it. (Note that this will launch Acrobat Reader and display your file).

Downloading Documents in a Zipped File:

Step 1: Click on the View/Download option from the Documents drop-down box.
Step 2: Click on the Zip-Download option at the bottom of the Report Display Area to zip-download the documents.

This will download all the documents into a compressed zip file.



Screen 2.22 Documents Screen

2.10 Other Facts about TrustReporter

2.10.1 Strong Authentication

TrustReporter utilizes strong authentication methods whenever a login occurs.

Strong Authentication works as follows:

1. The first time you log into TrustReporter, an activities based user profile is automatically begun by the system.
2. Once a profile has been created you are asked to complete a set of questions/answers.
3. In the future, if you attempt to log into TrustReporter from anywhere outside of your profile, you may be asked to answer a subset of those questions. **(NOTE: When answering the questions you must type in exactly the same answer that you had previously entered.)**
4. Periodically, you may be asked to update your questions/answers.

Some hints to avoid confusion in the future regarding strong authentication:

1. Try to make your answers as easy to remember as possible.
2. It sometimes helps to choose questions that have only one logical answer.
3. Make your answers general enough, but specific. For example, if you select the name of your birth hospital just put the name of the hospital “Skyhook” instead of “Skyhook Hospital”.
4. Try not to select any questions that could be answered correctly, but not accurately. Examples include name of youngest sibling. Tom or Thomas may both be correct but only one would match exactly to your initial entry. Another example might be school mascot – Bulldog vs. Bulldogs.
5. Do not abbreviate your answers. For example, use Delaware Valley and not Del Val.